

## PARTNERSHIP AGREEMENT SIGNED AT CANBERRA OFFICE OPENING



THE HISTORIC PARTNERSHIP AGREEMENT is proudly displayed by Frank Wroe and Senator Button.

Late last year, Digital and the Australian Commonwealth Government announced a concept by which we would work to help the Government double Australia's information technology exports by 1992. On 24 March, during the opening of our Canberra (CAO) facility at 7-11 Barry Drive, Turner, it was announced that this important Partnership Agreement has been signed.

The signing is the realisation of five years of hard work by Digital, but we now have an even bigger job ahead of us – the Government is now counting on Digital to achieve \$A100 million worth of exports and another \$A25 million in research and development in 1992.

Subsidiary Manager Frank Wroe's address to guests at the CAO opening summed up Digital's belief in the Agreement, and in our ability to live up to our part. "When the Government announced the concept of partnership agreements with multi-national firms back in 1987, we saw at once that the principles were compatible with our corporate strategy.

"We believe, along with Senator Button

(Federal Minister for Industry, Technology and Commerce), that the success of the information technology industry in this country depends on the establishment of the infrastructure to develop and manufacture products in Australia to be marketed worldwide.

"Not only do we want to supply our own needs here, but we want to send out into the world product that is better than anything else available.

### On Target

"We want Australian suppliers and Australian-made product to be at the leading edge of the growing industry. Australian manufacturers have been responding with great enthusiasm to our quest for technology development partners. So far we have three such partners: Austral Standard Cables, our Ethernet supplier; General Power Controls, a sub-assembly supplier for the Muxserver 300; and General Electric Noryll, a raw plastic supplier. We are working with each of them to develop a range of their products and to help them market their products globally."

Frank also noted that, as well as working with local manufacturers, our commitment

to research and development is 'on target' through Bob Starkey's Network and Communications (Australia)'s employment program and cadetship/graduate recruitment program.

"We expect NaC (Australia) to become Digital's worldwide focus of expertise for wide area network terminal interconnect technology. In fact," Frank said, "we expect this year to commence the first shipments of a locally developed product."

*"We believe, along with Senator Button, that the success of the information technology industry in this country depends on the establishment of the infrastructure to develop and manufacture products in Australia to be marketed worldwide."*

– Frank Wroe

He also mentioned Digital's new Sponsored Research Program, directed at the academic and research community, and announced that Bond University and Digital have commenced detailed studies into the feasibility of sponsored research and engineering projects at the University.

As well as NaC (Australia), Digital is relying on Jeff Wake's Computer Special Systems (CSS) group and Peter Seuffert's Manufacturing Technology Centre – also based at SNA – to meet its Partnership Agreement commitments.

"What we now need – and it is becoming a matter of urgency – is some indication that the Australian Government and the various State Governments can work out an integrated policy on the development of the information technology industry," Frank added. "We need, the industry needs – and Australia needs – a unified, consistent approach at every level of government."

Proof of the importance attached to the Agreement by Senator Button's team was the crew from the Department of Industry, Technology and Commerce who were on hand to videotape the entire proceedings, including a special interview with Frank. The video, we're told, is to be shown to government purchasing officers throughout the country. ●

## HATS OFF TO CANBERRA

There's a difference between a hard job and one of Herculean proportions. The organisation of an official branch opening is a 'hard' job – just ask anyone involved with a recent opening!

But a task of formidable proportions indeed is the planning and implementing of a Branch opening that also includes the brouhaha of an important Partnership Agreement between Digital and the Australian Government.

CAO was the scene of just such a Sisyphean labour, coming to a head with the official opening of our Barry Drive offices at which Senator Button and Subsidiary Manager Frank Wroe announced the signing of the Partnership Agreement (see *December issue*).

The aim of the Partnership Agreement is to encourage multi-national companies like Digital to develop and manufacture Australian products for export, and to invest heavily in research. Announcement of the Agreement's signing was cause alone for a great deal of excitement and the official opening of CAO certainly added to both the festivities and organising workload.

The fact that it all came together on the day as great as it did is a tribute to the Digits who made it happen, navigating a maze of protocol, logistics for 200 guests and a dozen media representatives, press kits, photography, security and much more – and making it look easy.

Special thanks go to the man-of-the-minute, Government Marketing Manager Ben Dunn, his extremely efficient Secretary Rita Ellwood and Media Relations Manager Merri Mack. Anyone who tried contacting any of them in the week or so leading up to the CAO opening will know how flat-out the trio were doing a splendid job.

Before handing over the reins of ACT FS to Clive Manson and heading south as the new Victorian FS Manager, Glen Houghton was also indispensable, while other major players included:

- SWS Unit Manager Lee Taylor
- Project Manager-FS Don Rann, Principal SWS Specialist Jeff Reed and Offsets Manager Jennifer Gilchrist, who organised displays for the day
- Service Delivery Unit Manager Richard Lee
- ACT Branch Manager Fred McIntire
- SUM Manager Richard Ware and everyone in the Sales team, who ensured the 'right' customers were invited.

Indeed, the whole of the CAO Branch deserves a pat on the back, as does Subsidiary Manager Frank Wroe and Regional Corporate Affairs Manager Les Wilson. Hats off to them all!



ACT BRANCH MANAGER FRED McINTIRE addresses guests at CAO's opening while Subsidiary Manager Frank Wroe (left) and Senator John Button (right) watch on.



AFTER SEVERAL MONTHS of 'business as usual', Digital's new facility in the Canberra suburb of Turner is now officially open.



KEY MEMBERS OF THE CAO TEAM pose for posterity outside the new building: (left to right) Government Marketing Manager Ben Dunn, ACT Branch Manager Fred McIntire, SWS Unit Manager Lee Taylor, Sales Unit Manager Richard Ware, Project Manager-FS, Government Systems Group Don Rann and Service Delivery Unit Manager Richard Lee.

## ARTIFICIAL INTELLIGENCE DISCOVERED

What does a mother of three from Kenthurst, a flower sculptor from New Zealand, a former Vietnamese boatperson, a secretary and a computer devotee have in common?

They deal daily, in the strictest confidence, in computerised problem-solving that uses human expertise to help customers deal with such issues as extinguishing a fire in a mine shaft, working out how long it takes to build a high-rise building, advising cotton farmers on how much and when to spray for insects, helping our financial sector to more quickly process loan applications and helping Telecom Australia schedule telephone operators.

They are known as Knowledge Engineers – part of Software Services' team of consultants who form Digital's Artificial Intelligence (AI) group headed by Bill Fulton.

### What is AI?

Even the experts have differing opinions on just what makes up AI. Basically, AI seeks to transcribe the intelligent behaviour of a human being into a computer software program and then use a computer to emulate what a human can do. AI covers such fields as natural language production and understanding, robotics, signal perception and speech recognition, vision and knowledge-based systems.

According to Marilyn Cross, the AI Centre Services Manager, Digital's focus is in the area of knowledge-based systems with particular emphasis on developing Expert Systems. A Knowledge Engineer builds an Expert System by taking the knowledge of one particular expert – such as an construction engineer, a bank loans processor or a cotton farmer – and building a software program based on that expertise.

That software program helps prompt other less expert persons in that particular

field to come to a more accurate resolution of a problem in a shorter period of time. They have as their resource the expertise of someone who has spent many years in the field.

Not only do Expert Systems do large numbers of numeric computations involving complex formulae, but they also have an in-built logical inferencing capability that enables the computer to resolve a problem using human-like 'hunches' based on the knowledge of inbuilt past experience.

We are all touched by AI in some way. Knowledge Engineer John Coghlan, whose interest in AI spans some 20 years, notes that, "Artificial Intelligence has led to the development of such common products as the mouse that Apple Computers have made famous, video games that we play at home and robotics that help put together a great number of the products we use every day.

"At Digital, Xcon (which validates that all equipment needed to make the system work is included) and Xsel (which helps sales

people configure a system) are two examples of Expert Systems at work in our offices world-wide."

### Why AI?

Knowledge Engineer Tom McBride says, "Companies have a choice. They can either adopt AI technology or fall prey to a competitor who has."

For example, as Magnolia Fung notes, "Lend Lease Corporation – Australia's largest design, construction, financing and property management company – has opted to utilise Artificial Intelligence to capture the experience of one of their employees whose expertise is focused on the time it takes to construct high-rise buildings.

"Not only has the development of such a program resulted in the capturing of this valuable expertise, but it also enables the company to produce more accurate and more rapid quotes for their customers."

Naturally, Lend Lease cloaks this project in a veil of secrecy as it forms the basis of their advantage against their competition. They do admit, however, that the planning process for some major buildings could drop from seven days to one or two hours.

### The Future

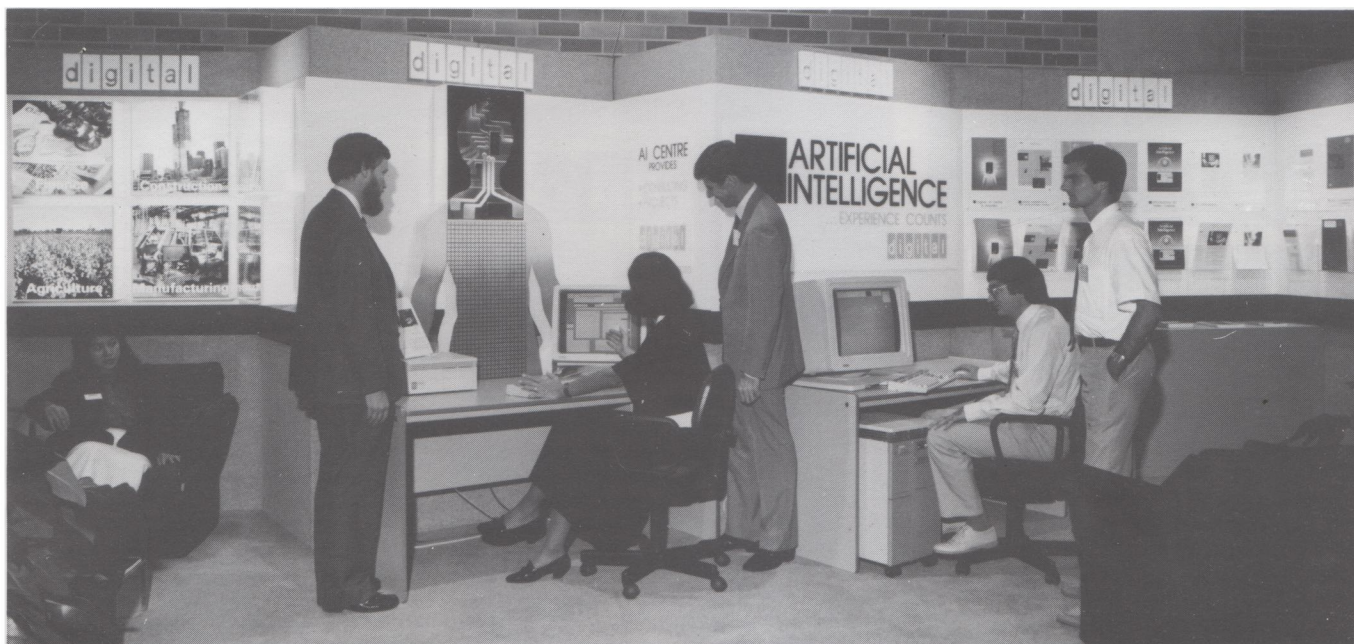
According to John Coghlan, "Artificial Intelligence is still in its very early stages and should emerge into the mainstream of computing in the not too distant future."

Tom McBride sees Expert Systems first solving planning and scheduling problems and then being incorporated widely throughout government in such areas as legislation and taxation. He feels that the bureaucracy will be largely replaced by expert systems, providing quicker, more accurate and less biased service to the community. He also believes that there is potential for an 80% reduction in the cost of the bureaucracy.

Says Tom, "AI will remove many of the problems that limit our ability to perform. Right now it is an unknown quantity – like the calculator, we don't know how it works, but it relieves us of some of our burdens!" ●

*"Companies have a choice.  
They can either adopt AI  
technology or fall prey to  
a competitor who has."*

*– Tom McBride*



OUR AI team proves that 'experience counts' – (from left to right) Magnolia Fung, John Coghlan, Marilyn Cross, Bill Fulton and Mathew Clark.

## NZ DIGITS RALLY BEHIND MOTOR RACING SERIES



PHOTOGRAPHER EXTRAORDINAIRE (and also Project Manager for SWS' Finance and Banking Group) Richard Gorham captured some of the many magic moments of Digital's Formula Pacifics.



ONE OF THE STAR attractions, NZ Prime Minister David Lange, takes a breather in the pits after having a run-in with Digital's sign.

In January, Digital in New Zealand was a major sponsor of the annual International Motor Racing Series, and was rewarded with nearly seven hours of nationwide television coverage – as well as Digital logos on all cars and drivers' uniforms, signage, naming rights (the Digital Formula Pacifics), and hospitality tickets.

Masterminded by District Marketing Manager Roger Redfern, the sponsorship was a huge success. "Media attention was intense," he says. "The winner was not decided until the very last race, at the last venue, when NZ's favourite Paul Radisich took the series."

Another competitor was Prime Minister of New Zealand David Lange, who competed in all the meetings in the AGC-sponsored Ford Laser competition. "He undoubtedly drew attention and spectators," Roger says, "but never more so than when he careered through one of Digital's signs in front of the crowd and the TV cameras! Television New Zealand later confirmed that 29 countries took news footage of his crash – and our sign – subsequently reaching an estimated audience of some 400 million people."

### How to Win Friends and Galvanise Staff

By all accounts, customers were very enthusiastic about Digital's sponsorship – but perhaps it was the involvement of NZ staff that made the event so memorable. As Roger says, "It was as if they had all been waiting for something to get behind and support wholeheartedly."

Indeed, the entire sponsorship was a great success and a tribute to everyone who made it happen. "We made a lot of friends," says Roger Redfern. "Our objectives of wider exposure for our logo, customer, prospect and staff involvement, and the lessons to be learned from such a major project were all exceeded in a very positive way." ●

*"It was as if they had all been waiting for something to get behind and support wholeheartedly."*

– Roger Redfern

Another spin-off from the sponsorship is a new television advertisement by Gillette. Running frequently in prime television time, it uses two long shots of action from the series and features a prominent Digital logo.



UNDER DIGITAL'S BANNER Roger Redfern (at right) has a hand in the presentation of trophies to winning drivers (left to right) Kenny Smith (who recovered from a triple heart by-pass to finish second), winner

Paul Radisich, and Canadian racer Paul Tracey, who tied for third place with David Brabham, son of Australian racing giant Sir Jack Brabham.

## THE 'BOAT PEOPLE' OF SPR

The Branch Managers in Wellington (WEO) are in cahoots. What WEO Sales Manager Ron Kleingeld jokingly refers to as "the Wellington Management Committee" – made of up of himself, Branch SWS Manager Kevin Dreyer and Branch FS Manager Peter Rosewarne – meets monthly to discuss how best to keep three Branch locations functioning as one.

Once known as the 'boat people of SPR' because of severely cramped quarters staff shared at 169 The Terrace, employees at WEO since November have been spread over three locations, and the three managers are adamant that feelings of loyalty and teamwork fostered by "years of working in one another's back pockets" are not lost.

SWS staff have heaps of elbow room now that they have all of Digital's original premises to themselves. Sales and Edu have moved to two floors of the next-door build-

ing, and both buildings have undergone considerable renovation to accommodate the expansion. FS Digits, meanwhile, have moved into a third location at Thorndon, just minutes away down the motorway.

The managers visit each other's offices regularly, staying in touch with staff from all functions, and plan quarterly social get-togethers. "Where once we were double

and triple parked in office space, now we need to keep track of people and make sure team spirit doesn't wane," Ron explains.

Perhaps due to the managers' efforts to keep team spirit intact, or maybe the result of forty-two Digits who simply enjoy working together, there is a definite atmosphere of unity at all three of WEO's offices. The former 'boat people' are still cruising along. ●

### A LOOK AROUND DIGITAL'S WORLD

Did you know that Digital was incorporated as a company in India last January? On receipt of additional government approvals and when fully capitalised, it will be a public limited Indian company – Digital Equipment (India) Ltd – with investment in equity by Digital, the Hinditron group of companies of India (Digital's distributor in India for the last 17 years), and the Indian public at large.

The new joint venture plans a manufacturing facility on the outskirts of Bangalore to make MicroVAX computers for sale in India, and software development centres in Bangalore, Bombay and the Santacruz Export Zone.

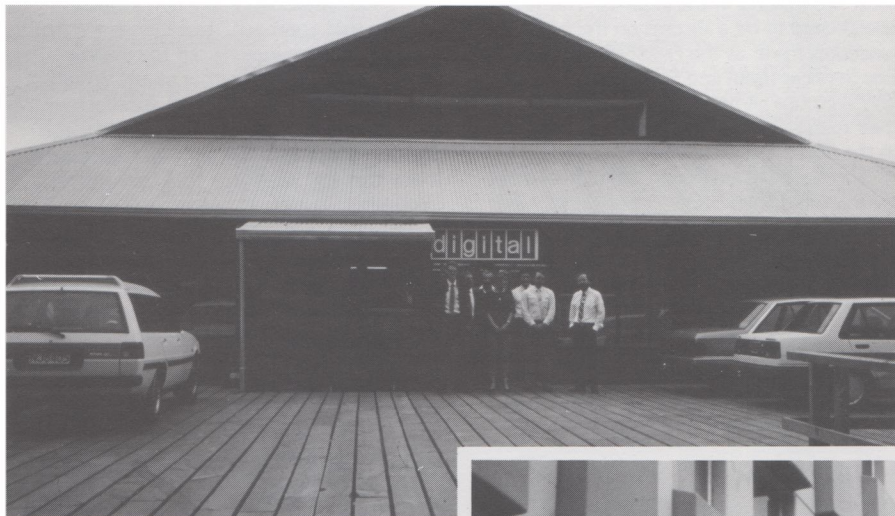
#### Made in Japan

Digital's presence in the world's second-largest computer market – Japan – is also on the boil. The GIA Manufacturing & Engineering group has begun manufacturing in a facility in Ichikawa, in the suburbs of Tokyo. The plant, which employs 75 people, is now the clearing house for all of Digital's products imported into that country, and will soon manufacture VAX 8800, VAX 8700 and VAX 8500 systems for sale in Japan.

#### Former SPR Manager Heads New Thailand Operation

Former Regional F&A Manager for SPR, Phil Curran, has been appointed country manager of Digital's new Thailand subsidiary, responsible for establishing the legal entity, and developing and growing Digital's business there.

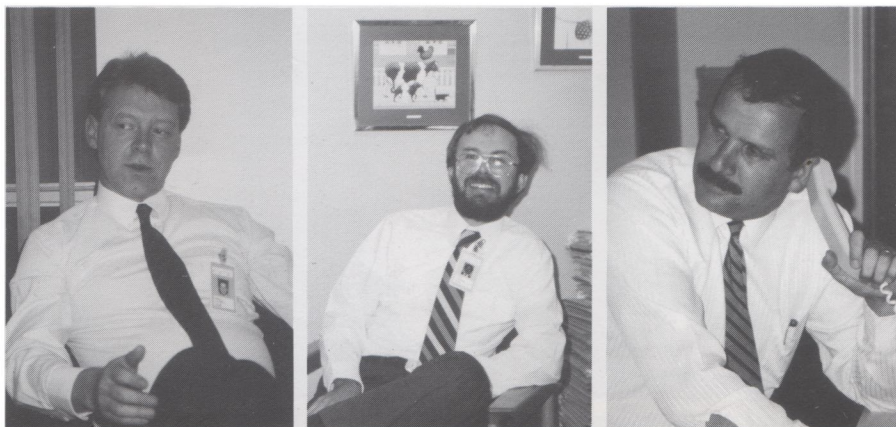
After leaving SPR in 1983, Phil was based in Tokyo as the Japan Region's F&A Manager. Everyone who remembers Phil from his days down under – and lots who don't – wish him well in Thailand. ●



▲ A SUPERBLY RENOVATED WAREHOUSE is home to WEO FS. Six of the twelve-member team are seen here with Branch FS Manager, Peter Rosewarne (at right).

TWO WELLINGTON OFFICES, housing Sales and SWS, are located in the city's 'computer row', The Terrace. ►

THE WEO 'MANAGEMENT COMMITTEE' (left to right): Branch Sales Manager Ron Kleingeld, Branch FS Manager Peter Rosewarne and Branch SWS Manager Kevin Dreyer. ▼



## SUCCESS TRAIN A VEHICLE FOR CROSS-FUNCTIONAL CO-OPERATION

Success Train XII, held from late February through to early March, was indeed a tremendous success in reinforcing Sales' objectives for the year and cementing the team spirit that makes our Salesforce the most professional in the industry. This year also proved to be a success on the cross-functional front, as the Field Service (FS), Edu Services (Edu) and Software Services (SWS) groups came together to present their material in one integrated package to the Success Train audience.

Success Trains are Region-wide conferences for Sales and Sales Support personnel, held in the middle of each Financial Year (FY) to provide information on the policies, strategies and products that will help squeeze every last bit of business from the rest of the year.

When Geoff Slocombe, Regional Sales Development Manager and organiser of this major event, asked the three Service groups – FS, Edu and SWS – for their input, it was decided to present the material from each group in the one format, making it more easily comprehensible.

### 'Customer Life Cycle'

The format used was that of the 'customer life cycle' – a concept of the stages a customer goes through when buying our products and services that was adopted by FS some months ago for use in the presentation of their promotional material (see November 1987 *DigitalK*).

FS Marketing Manager Dennis White, Edu Marketing Specialist Chris Rolinson and SWS Marketing Manager Mike O'Farrell each provided their group's Success Train material under the headings that summarise the

phases of the 'cycle':

- Making the Right Choice
- Getting Started
- Managing Optimum Performance, and
- Planning for the Future.

"There were two important aspects to using that approach," says Dennis White. "Firstly, we were looking out to customers' needs, not contemplating our navels. Whether it was the 'customer life cycle' approach or any other kind of approach, it was crucial that the information be put together in such a way that the Salesforce could see its relationship to customer needs."

"Secondly", Dennis continues, "it was tremendous in terms of the level of co-operation between the services. We presented an integrated package that was the result of real cross-functional effort, and that is a success in itself."

Chris Rolinson adds, "From an Edu Services perspective, the cross-functional effort served to reinforce the role that Edu Services has in completing the selling of the total solution concept."

The objective of Success Train XII – to check and clear the path towards Sales' success in FY88 – was achieved by reinforcing objectives, providing specific strategies to compete against other vendors, and providing up-to-the-minute, integrated information on our products and services.

The close and determined co-operation within and between functions that went into such an event serves to strengthen us from within, and make us a major force without. Congratulations to everyone who helped make it all happen. ●

## ACCELERATING IN '88

As part of Success Train XII, the presentation of Year-to-Date Sales Awards was a real morale-booster.

The winners for sales over \$1 million were:

- Wayne Plant (SND) two awards
- Henk Van Roy (CAO)
- Andrew Phippen (SND)
- Vince Cecere (SND) two awards
- Brenda Williams (BBO)
- Jim Wade (SND)
- Eric Amos (SND) two awards
- Bill Woolridge (CAO) two awards
- Anthony Debenham (SNM)
- Alan Turner (SNM) two awards
- Mick Duncan (SNM)
- Richard Baecher (SNM)
- Victor Nah (MEO)
- Andrew Johnson (MEO)
- Janice Cox (MEO)
- Peter Keliy (MEO)
- Robin Elvery (CCO)
- Murray James (CCO)
- Laurie Wright (NZO)
- Lionel Pearce (NZO)

Three awards were also made for sales over \$5 million to:

- Peter Kelly (MEO)
- Andrew Johnson (MEO)
- Barrie Ellis (CAO)

Congratulations to these Digits and to all who make up our terrific Salesforce.



SUBSIDIARY MANAGER Frank Wroe addresses Success Train XII in Sydney.

## NEW VAX SYSTEM SERIES TAKES THE STAGE

Last month Digital took high-performance VAX computing to even greater heights with the announcement of our new VAX 8800 system series – a series which significantly expands the boundaries of VAX system power.

Based on our successful, proven VAX 8700 technology, this series of System Building Blocks – the VAX 8810, VAX 8820, VAX 8830, VAX 8840 and VAX 8842 systems – provides an easy, continuous growth path and delivers from 1 to 3.7 times the processing power of the VAX 8700 computer.

"The versatility and expandability of the new VAX 8800 series is ideal for large computer resource centres," says SPR's VAX Product Marketing Manager Russ Whitley, who adds that environments such as engineering departments, shop floor systems and banks would be well-served by our new, powerful VAX 8800 series.

### Setting New Standards in Video Terminals

SPR is also setting new standards in price/performance with the announcement of

our lowest-priced video terminal in our VT300 terminal family – the new VT320 text terminal which includes all the features of its predecessor, the VT220 terminal, plus significant enhancements.

The new ergonomically-optimised terminal has a high-resolution 14-inch flat-surfaced monochrome video display that includes 'paper-white' phosphor option in addition to green and amber displays. The VT320 terminal also uses a high-quality font design for its characters, and has enhanced keyboard features.

The terminal can be used in applications where high-quality alpha-numeric monochrome text presentations are needed. Markets cover the full range of text-related system application areas.

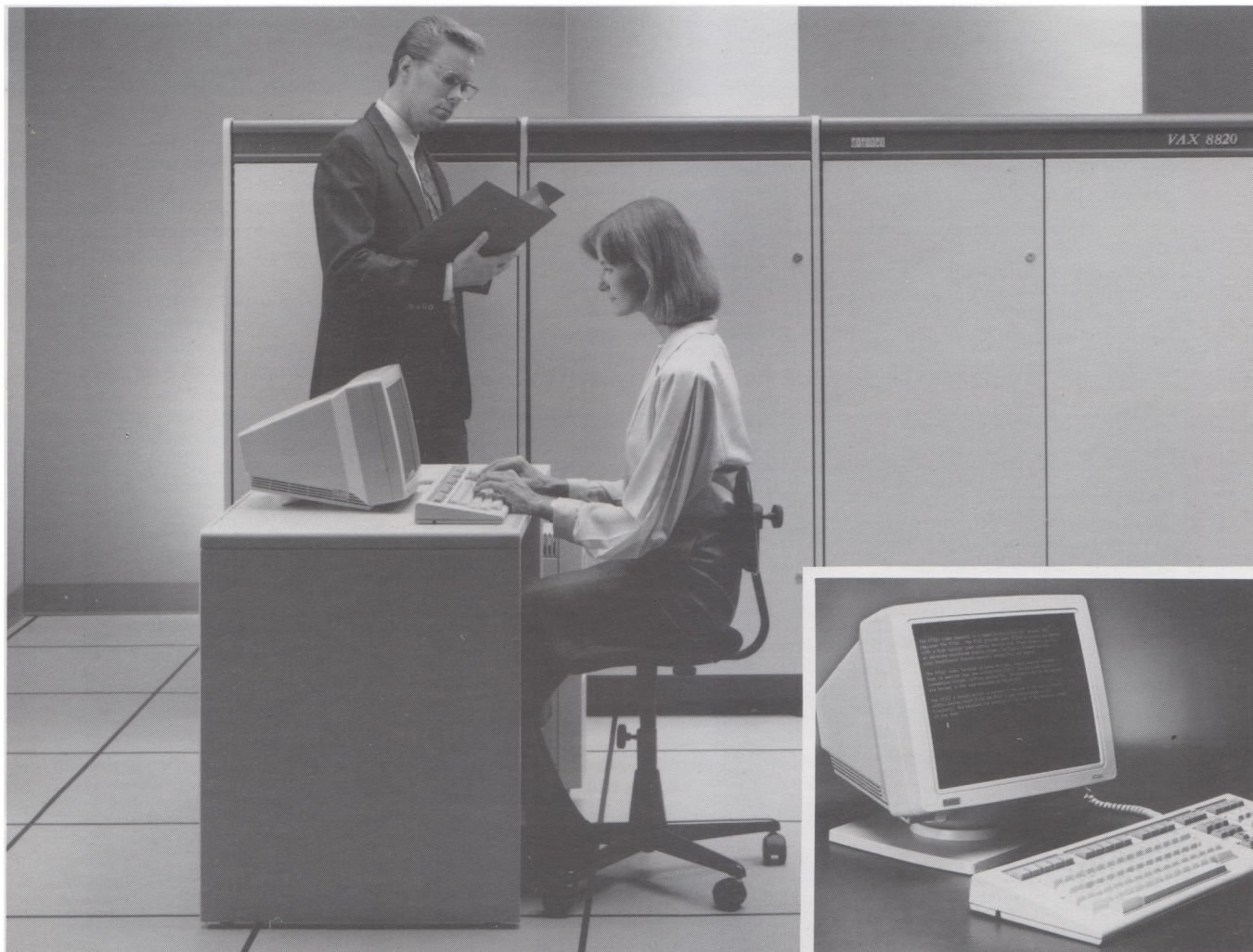
According to Jim Hutton, SPR's Terminal Product Marketing Manager, "The new terminal is the latest step in a trend-setting evolution of video units. The VT320 doubtless will be used for a basis of comparison to other video terminals throughout the industry."

### Expansion Option for MicroVAX 2000

Responding to customer needs and market demand for new applications, Digital also recently announced an expansion option for the MicroVAX 2000 computer that triples the system's growth capacity. MicroVAX 2000 computer customers can now cost-effectively expand their systems to support up to 12 peripheral devices or terminals.

"The MicroVAX 2000 computer has generated significant new business for Digital in markets that require cost-effective solutions for branch business applications, such as insurance companies, banks, or large retail chains," explains Small Systems Marketing Manager Lee Cameron.

"Growth for these branch offices is usually characterised by adding more peripheral devices and/or users, not necessarily by increasing computing power. The option we recently announced cost-effectively addresses the expansion needs of this market segment." ●



DIGITAL'S VAX 8820 provides powerful symmetric processing while our new VT320 text terminal (inset) sets new price/performance standards.

## THE MAGIC OF PETER SEUFFERT

A Sioux 'medicine man' doll sitting on a shelf in Peter Seuffert's office – a present from his workmates in our Puerto Rico manufacturing plant – is a key to the man who is now head of our new Manufacturing and Procurement group. The doll is wearing full buffalo headdress and holding a charm.

Peter has worked manufacturing magic in his fifteen years with Digital, and now is on assignment in SPR to develop this totally new function from concept to reality.

"There are different schools of thought as to what Manufacturing and Procurement is meant to do," says Peter.

"Initially our success is measured by fulfilling our partnership agreement with the government, and that's mostly export-related. We've committed about 100 million dollars worth of exports by 1992 and the manufacturing commitment makes up about 67 million dollars of that. That's a considerable amount of money because if you look at the amount of exports that Digital does today from SPR, that represents a fair growth in the time span."

According to Peter, that is just one facet of the Manufacturing group. A more typical view of how the group will function is that in a few year's time, when NaC Engineering develops hardware products, they will be designed and manufactured in Australia for export world-wide.

### Local Manufacturers

"Those are the two dimensions that manufacturing will take on. The plan in SPR is to do final testing, packing and shipping out of our own facility while a lot of the value added on the sub-assemblies will go to local manufacturers to do.

"We need to model that out and look at how much work that means for local manufacturers. A lot of them are small and they've indicated that they wouldn't want Digital to be their only business. We don't want to have three hundred little companies we're doing business with either. We need to sort out the scales of the thing – see how large it's going to be – and then play the numbers out."

Peter goes on to explain that the other side of the export business is starting a procurement centre here which will be similar to Digital's Japanese procurement centre situated in Tokyo. This will take advantage of capabilities within Australia and the needs of Digital world-wide, trying to match those, and to then export as much out of Australia as possible.

"There are certain products that are locally developed," says Peter, "and in some cases Digital's interests are in a product for subsequent resale – it's called a 'buy-out' and we really don't add any value to the thing other than selling it with our label on it. We're looking at two or three things here in that regard, but those things take a little longer to make happen because they're more complicated.

"The group will be fully operational by 1990 – 1991 at the latest."

### 'Headhunted'

An engineer by training, Peter had been in manufacturing engineering for the five years between leaving university and joining Digital.

"I always wanted to join Digital," he says. "It seemed like a fun place to work because it was growing so quickly, plus the computer business seemed to me to be glamorous. I had no background in purchasing, and no real interest in the business side of engineering, but a 'headhunter' called me and said a position was available with Digital in that purchasing capacity so I decided to give it a try. And here I am with no regrets!"

When Peter started with Digital in Boston, the company had just got away from making only mini-computers and they were starting to make peripheral devices as well. But they had a lot of problems getting into production because the design engineers were not used to dealing with the vendors, so they didn't know how to choose vendors and how to purchase mechanical equipment. It was Peter's job to act as 'go-between'.

"I did that for a couple of years and I enjoyed working on the business aspects of the technical side of things. Then I went down to Puerto Rico where I ran the acquisition business, and took on the Materials Manager's job.

"The plant at the time, 1976–1980, was 2500 people and we basically made all the modules for Digital then so it was really a high-volume kind of environment – thousands of man-hours per week. It was a big machine to be fed – a big monster – and we had to keep shoving that material in.

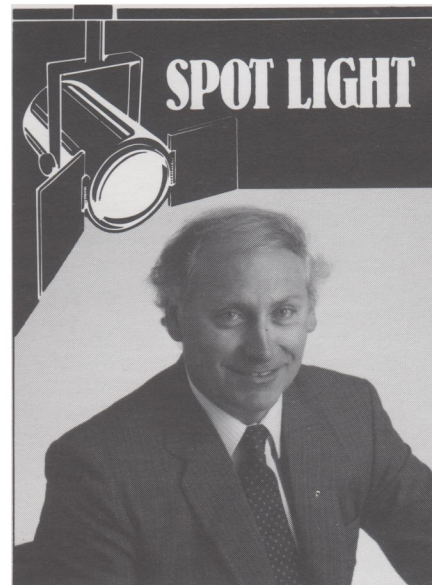
"When I came back to Boston, I managed Group Purchasing for computer systems and then I took over a piece of Corporate Purchasing – taking care of all material acquisition from component engineering to planning of inventory through to inspection and distribution. That was my last job and I did it for four years.

"Inventory was a real problem for the company and it was consuming a lot of resources, so I had a part to play in bringing that aspect under control. It was exciting because you could actually see the changes you were making – you knew you and the team were making a difference."

### Aye, Aye Sir!

Though Peter helped to bring a difficult situation under control, his magic at times may have seemed a little oddball to the team. "We were cutting back on spending heavily, and some guys didn't want to play ball. I just couldn't seem to get through to them. So I had all these anchors made and every week when we met, I handed an anchor to the one who didn't do what he committed to – the one who was doing the least to keep the ship moving!"

It is typical that Peter should use an anchor as the theme for his innovative attempt at team motivation. Perhaps his greatest hobby is sailing, and apart from the 'medicine man', his office at the Mowbray Road, Sydney



HEAD OF our new Manufacturing and Procurement group Peter Seuffert – "The whole issue around exports and balance of trade is kind of a new frontier, a new parameter. There are a ton of opportunities."

Australian Technology Centre has several mementoes, photos and souvenirs of life aboard his yacht.

Peter has spent some "wonderful times" sailing through the Caribbean and along the east coast of the US, and is no stranger to international waters.

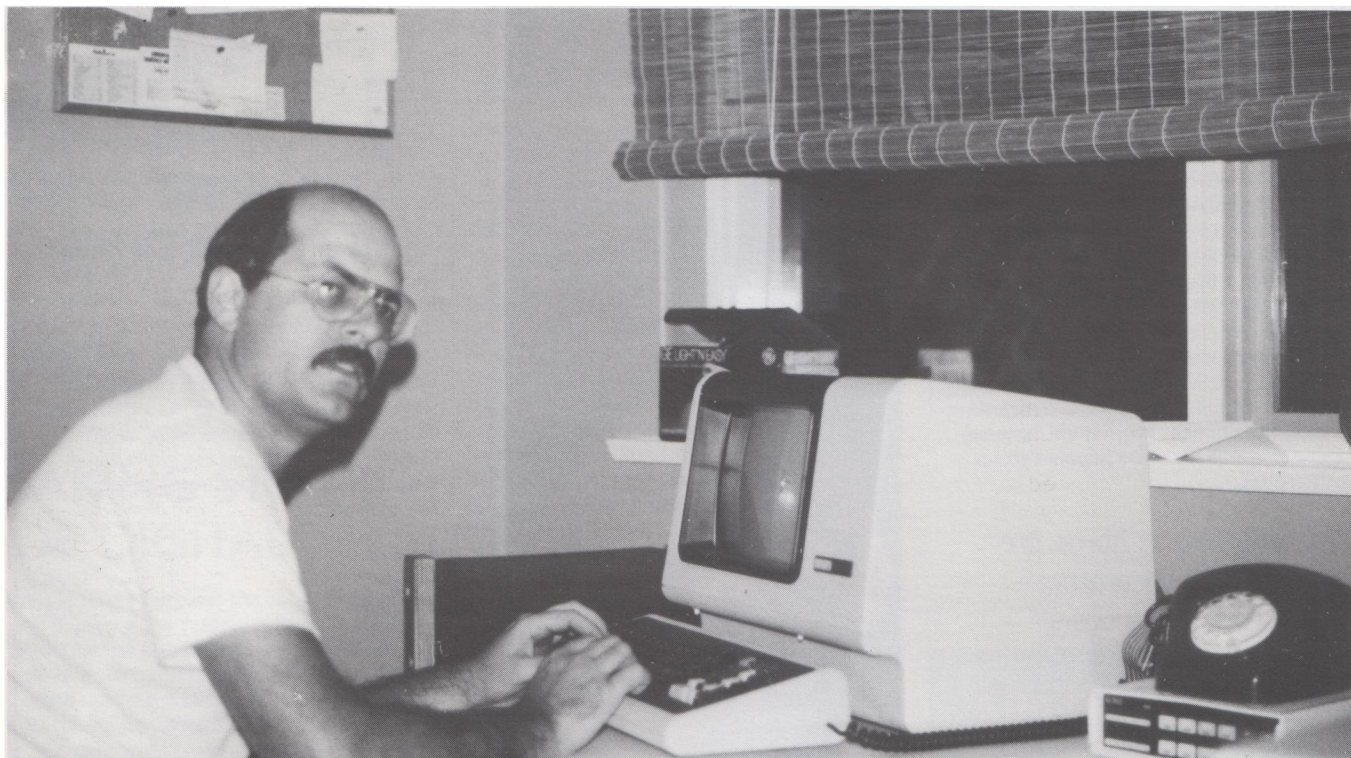
"I was born in Germany, and moved to Boston when I was twelve," Peter tells. "They put me back into the sixth grade from the seventh because I couldn't speak a word of English. It was the right thing to do because it meant I was staying in one classroom with one teacher and the same kids instead of moving around all the time, so I learnt English very quickly."

Peter had not spent time in the South Pacific before taking on this assignment but says, "We wanted one more international assignment before the kids start high school and won't want to move around. The opportunity here was perfect, not only in terms of the challenge of the job, but we wanted an English-speaking country to make the transition easier, and I had to have good sailing weather. Now I've got it all year round!"

Talking of his wife Arleen and their daughters Emilie (11) and Rachel (7), Peter says, "We are all settling in very well. Within days of moving in to our house, kids started showing up at our door, and neighbours would drop in to see how we are going. It's really nice."

Peter admits that when this job stops being a challenge, it will be time to head back to the US, to work his magic somewhere else in Digital. But for now he says, "This job is fun because the whole issue around exports and balance of trade is kind of a new frontier, a new parameter. There are a ton of opportunities."

As head of our new Manufacturing and Procurement group and new member of the SPRMC, Peter Seuffert will have many chances over the next few years to work his special magic in SPR. ●



## IN CASE YOU DIDN'T KNOW

A Technical Inquiry Desk has been set up in Melbourne (MEO) for use by the Sales, Sales Support and Marketing functions throughout the Region.

The Inquiry Desk, an extension of the work done by the Regional Technical Support group, has become the focus for the distribution of technical information by providing a telephone hotline service, electronic mail responses and advice on information sources.

With responsibility to respond online where possible, or organise appropriate

responses within 24 hours, the man behind the Desk, Luigi Mantuano, will answer Sales Support questions on such issues as technical specifications of hardware products, configuration, compatibility of hardware/software combinations, operating systems, workstations and realtime interfacing.

The Inquiry Desk's number should never be given to external customers because the Desk is for use by Digits only. From now on the answer to your technical despair is only a phone call away! ●

## THE TECHNICAL INQUIRY DESK

444 in Melbourne

83-444 from Sydney

(03) 895 9444 from elsewhere

## DIGITS ON VACATION

*It doesn't seem fair  
You should leave us behind  
And travel to where  
We are not on your mind!*

*So Digitalk wants a snapshot  
Of your relaxation  
To show a hot pot  
Of Digits on vacation!*

*We don't want to pry,  
We just want a sample  
So don't bring in the slides,  
One shot would be ample!*

Please send all photos, and any other 'titbits' of interest to Digitalk SNO 6/1.

## THE WHO'S WHO OF TECHNICAL SUPPORT

The Regional Technical Support group, located in both Sydney (SNO) and Melbourne (MEO) provides a back-up to Sales Support in the field. The individuals and their prime specialties are:

- Pierre Coupal, SNO-6/3, extension 5201. UNIX\*/ULTRIX Support on large systems, commercial applications, third party applications and competitive information.
- Alex Landsberg, MEO-2/4, extension 441. Engineering graphics workstations, UNIX/ULTRIX workstations, CAD/CAM applications and competitive information.
- Luigi Mantuano, MEO-2/4, extension 440. Hardware configurations, performance and specifications.
- Peter Quodling, SNO-10/2, extension 5592. Large VAX/VMS systems, VAX clusters, multiprocessor systems (SMP), large disks, tapes, peripherals, VMS, languages and productivity tools.
- Marilyn Skennar-Norris, SNO-10/2, extension 5370. Secretary, protector and dispatcher for the group.
- Neale Taylor, SNO-10/2, extension 5751. Mid-range and low-end VAX/VMS systems, Q-bus systems, realtime systems and applications, Q-bus options and terminals.

## ALLAN LAPS IT UP

As Regional Telecommunications Manager, Allan Mason is responsible for all aspects of our internal networks within SPR, providing for every function the long- and close-range communication services that will meet their various business needs. These services include not only our office automation and DECnet networks but our Fax, Telex, Radio Paging and telephone capabilities.

To supply some 1600 Digits with these critical services, Allan heads a team of seven people located at SNO and is supported by MIS (Management Information Systems) Operations, MIS Technical Support group and Facilities.

*"My interests at home are the same – telecommunications and computers!"*  
– Allan Mason

Allan joined Digital in September 1984 as a Senior Telecommunications Specialist and ten months later he stepped into the Manager's shoes. Not surprisingly, it was a perfect fit. Allan is something of a telecommunications whiz-kid, with a history of expertise that dates back to his childhood. At the age of eight he became interested in electronics, after which involvement with radio amateurs led him to take a special interest in communications.

OTC (Overseas Telecommunications Commission) was glad to take Allan on as a trainee radio technician, and paid for his tertiary technical training with the Department of Civil Aviation. Allan will tell you he "lapped the information up and did very well". The truth is in his first year he only managed to take out second place, with things picking up as Allan was awarded DUX of his year and indeed of the whole school for each of the next three years!

### First Computerised Message-switching System in Australia

Allan was with OTC for over 13 years, climbing easily through various upgraded positions to the role of Senior Technical Officer. "It was an excellent time to enter the field," says Allan, "because I joined OTC just as communications were becoming computerised. I worked on the first computerised message-switching system in Australia, so you could say I got in on the ground floor."

Allan became as passionately interested in computers as he was in communications and the two were united in his career path to come. After five years with Computer Sciences of Australia Pty. Ltd., as Project Manager for their network engineering group, Allan joined Digital.

In addition to field service experience on Digital's PDP hardware, Allan also has had extensive experience on installation, operational support and repair to component level on systems from UNIVAC, General Automation, IBM\* and Amdahl.



REGIONAL Telecommunications Manager Allan Mason.

### Leaves Work to go to Work

Since his childhood fascination with things electronic, Allan has maintained radio as a hobby and is still a ham radio operator, communicating around the globe with Morse code. "I guess it's a bit like leaving work to go to work," grins Allan. "My interests at home are the same – telecommunications and computers!"

As a family, however, the Masons share an interest of a different kind. With his school-teacher wife Meredith, daughter Laura (15) and sons Robert (4) and Christopher (2), Allan likes to go camping and caving. "We most often go to Bungonia Gorge near Goulburn," says Allan. "With the Macquarie University caving group we go digging, opening up an old cave area that was filled with mud around 40,000 years ago. It's fascinating."

While Allan spends his holidays fossicking around in prehistoric caves, his weekdays are spent in the more futuristic playground of telecommunications – developing, implementing and managing all internal services for Digital in SPR. ●

## WORDS OF WISDOM

*"If life hands you a lemon, squeeze it and start a lemonade stand."*

– Anonymous

## A 'SNIP IT' OF INFORMATION

Looking up the correct location code is often a bit of a headache, but the correct code makes all the difference to our postie Digits. To help you out, here is a list of all SPR location codes that you can cut out and keep on your desk for future reference. Happy posting!

Adelaide	ADO
Albury	UWO
Armidale	UNO
Auckland	NZO
Bendigo	SDB
Brisbane	BBO
Cairns	CAI
Canberra	CAO
Chatswood	SNO
Christchurch	CCO
Darwin	DAO
Dunedin	DUO
Eastwood	SNE
Fiji	FJI
Hamilton	HMO
Hobart	TZO
Invercargill	INV
Lane Cove	SNL
Launceston	UAO
Mackay	QEO
Melbourne	MEO
Newcastle	NLO
New Zealand	NZO
Orange	ORG
Palmerston	PZO
Perth	WPO
Regional HQ	SNO
Rockhampton	RWP
Sydney – Northern District (Help St)	SND
Sydney – (Mowbray Rd)	SNA
Sydney – Metro. District (O'Connell St)	SNM
Sydney – (Pacific H'way)	SNH
Sydney South – (Waterloo)	SNS
Tamworth	TTH
Townsville	TVO
Wollongong	WGO
Wellington	WEO

**digital**





## TAKING STOCK OF DIGITAL

I am writing to express the congratulations and thanks of the Australian Stock Exchange (ASX) for the high level of service shown by Julie-Ann Carr and David Mawson and their people during the installation of our VAX 8700 computer system.

Despite an extremely tight timescale, they showed great professionalism and enthusiasm in arranging a trouble-free installation on time as estimated.

Michael W. Steel  
Project Manager  
ASX

### All in the Line of Duty

I would like to take this opportunity to express appreciation for the level of application and professionalism displayed by your Engineers – Mark Koske, Chris Packham, David Byers, Paul McFarlane, Richard Courtman and (Logistics) Herman Vandergraaf – in the recent VAX 8530 system installations at the State Computer System.

This installation was performed in a highly professional manner and initial indications are of a highly improved system configuration.

P. Podolian  
State Computer Manager  
Coles Myer Ltd

### Dedication Appreciated

I would like to express my appreciation of several of your staff. I have dealt with David Lynch, Paul Tanner and Tim Ward on numerous occasions prior to and since the installation of our new computer system.

On each occasion, these dedicated professionals have been prompt and responsible to our needs. Moreover, given that the Canberra Theatre Centre staff operating Digital's equipment are inexperienced and lack a detailed understanding of the mini-computer equipment, David and Paul in particular have gone to considerable lengths to ensure that the introduction of this equipment proceeds smoothly. Tim has also made an invaluable contribution to this project.

These three employees of Digital have shown a level of dedication that is very much appreciated by the management and staff of the Centre.

Glenn Capper  
Accountant  
Canberra Theatre Centre

### Peter Wows 'Em in Korea

I am highly appreciative of Peter Braham's efforts and sincere support for Ssangyong Heavy Industries Co. (SSH). I am pleased to be able to say that Peter contributed greatly to the Penet-Rating Korea Manufacturing market and also to our expertise of Baseaway.

Through the efforts of Peter, SSH is using the VAX 8250 system and PDP-11/84 computer to keep and log the realtime status, and display on screen, report and down/up load NC data through the protocol between FANUC PLCs and the VAX system successfully.

I am hopeful Peter will be available for us again and I thank you for such highly qualified service.

Yoon-Moo Lee  
Application Unit Manager  
Software Service Department  
Doosan Computer Group  
Addressed to Manager MEO Finance  
Application Centre for Technology  
Barry Ferguson

### Rare Professionalism

On behalf of Independent Newspapers Limited I would like to express my sincere appreciation and gratitude to Tim Ashton and Roger Davis for the excellent job they did in relocating our VAX 8650 system at its new premises.

Both men contributed a large portion of their weekend to ensure that the job was properly completed on time.

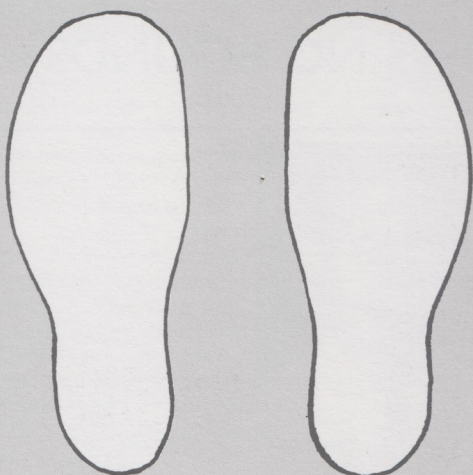
Rarely have I seen such a professional job being performed and it gives me a great deal of confidence in Digital's Engineering group to know there is a staff of such high calibre.

N.J. Talbot  
Operations Manager  
Independent Newspapers Limited

## APATHY CAN COST US CUSTOMERS

Sometimes a customer is lost for reasons completely out of our control. But more often than not, the treatment a customer receives is the ultimate factor in the decision between staying with a company or going to its competitors. The following list of reasons for losing customers, sourced from *US News and World Report*, gives you an idea of how important customer service really is:

- 1% die
- 3% move away
- 5% use other friendships
- 9% competitive reasons
- 14% dissatisfaction with product or service
- 68% are lost due to an attitude of indifference toward them by some employee! ●



## TANTRUM MAT

### DIRECTIONS:

When the need for throwing a tantrum is felt, place both feet on the space provided and jump rapidly up and down. Incoherent screaming is also permissible. If symptoms persist see your nearest psychiatrist.

Two new little Digits have joined the clan at Newcastle FS (NLO). Proudly boasting the births of their baby girls are Engineer Patrick Callaghan and his wife Libby with their tiny tot Katherine Jane, and Engineer Peter Hutchison and his wife Tami with their bouncing baby Stephanie. Congratulations to all.

★ ★ ★

Marketing Communications Manager for Print and Production Services Ron Goulding has had a rough trot lately health-wise and will be away from his post for some months. We wish Ron a speedy recovery and look forward to his return.

★ ★ ★

Farewell to Auckland Facilities Manager Sue Wright, a long-term who left Digital 18 March. Sue and her husband are now residents of Melbourne, where she may or may not end up working again for Digital. Whether she does or doesn't, everyone wishes Sue the world's best and thank her for her many years of service to the District and Branch offices.

★ ★ ★

For those who didn't know, WEO Sales is now headed up by the very popular Ron Kleingeld. Former Branch Sales Manager Ken Claridge is now with Digital in London – mailstop HHL – where he's bringing his inimitable style to the London Stock Exchange.

★ ★ ★

Condolences are overdue to friends and work associates of Marie Paling, WEO FS Secretary who died in a February motorbike accident. Secretary to WEO FS Manager Peter Rosewarne, Marie was 26 years old and very well liked.



NZ Prime Minister David Lange may have thrilled the crowds by crashing through a Digital sign during the NZ Grand Prix, but Auckland Sales Representative John McCullough went one better – taking on killer cyclone Bola.

John and SWS's Max Collins were returning home by car during the height of the storm when John swerved to avoid a car on the wrong side of the road, only to end up 30 metres down an embankment.

We won't go into all the details in case John's planning on writing a best seller about the adventure, but suffice to say that Max's seatbelt didn't do his chest any good and John got in some night-time training for the 'Round the Bays' fun run.

Thankfully, Max – who is Factory Automation Specialist in NZO's SWS Manufacturing and Distribution Group – recovered quickly from the incident, one which will certainly make a good story to swap at this year's Sales Conference in July.

Congratulations to the following Enzed employees who have amassed 140 years of loyal service between them. Celebrating ten-year anniversaries with Digital are Jos Reelick, Chris Harker, Jenny McClory, Pat McLean, Allan Spender, Don Finlayson, David Knight, Malcombe Rowe, Roger Davies, Alistair Duff, Keith Hardie, Peter Rosewarne, Steve Kendrick and Roger Newmarch. Next month, Auckland SUM Geoff West joins this illustrious crowd.

★ ★ ★

Digital's sponsorship of the Sydney Opera House (see *last issue*) is off to a flying start. Instead of the three attractions originally earmarked to ease the new computerised ticketing system into action during the year (it cannot be introduced mid-way through the booking cycle of current events), no less than 85 events went online last month to the delight of SOH staff and audiences alike. The first was a SOH Trust attraction in their Bicentennial Special Series, featuring Slim Dusty.

★ ★ ★

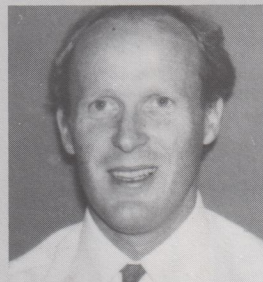
New Zealand District has rung up a few sweet sales lately, including the Ministry of Transport, won by WEO Sales Manager Ron Kleingeld. Ron says the Ministry purchased an HSC50 and SA482 to provide clustering for their VAX 8650 system, which is used for weather modelling.

Meanwhile, Electricity Corp – thanks to the efforts of Murray James and Tony Wood – chose Digital's distributed and networked style of computing over Tektronix's solution of a high-resolution graphics terminal. Wellington City Council has also spent \$NZ1,254,486, with WEO Sales Representative Paul Dryburgh winning the deal. ●

## ALAN'S ENTHUSIASM KNOWS NO BOUNDS

Alan Bounds, who until recently worked as a Sales Support Specialist in Wollongong (WGO) almost exclusively for BHP, has been promoted to the position of Software Specialist IV – the old Senior Software Specialist position.

Alan's major skills are in the area of networking and he won the NSW Commercial district 'Rookie of the Year' award for FY87. His dedication to duty, positive attitude and will to succeed have been major assets to the WGO operation and we wish Alan every success in the future. ●



ALAN BOUNDS has been promoted to the position of Software Specialist IV.



WITH ALL ROADS in Ayr under metres of water thanks to Cyclone Charlie, FS Engineer Werner Hahling (inset) has to be flown in by a State Emergency Service helicopter. (Flood photo courtesy of the Townsville Bulletin).

## DIARY OF A HEROIC BRANCH OFFICE



VAX system is narrowed down to the power supply which we had P1'd (priority spares order) out on Saturday. A terrific response by logistics can have a spare to us within six hours, but six hours seems like a lifetime under the present circumstances. We have a quick meeting and decide to try and repair the supply at chip level, 'pirating' parts from a similar power supply.

**TVO (Townsville) FS Manager Peter Vella kept this record of the dramatic events surrounding the invasion of Cyclone Charlie, and how Digital saved the day. We thank Peter for his efforts, and congratulate all involved on a truly heroic effort.**

Sunday, February 28. Late afternoon. Townsville is starting to batten down. Cyclone Charlie has regenerated and is on a collision course. Rain begins to bucket down and winds are increasing in velocity. Night-time. A luxury dive catamaran has to be rescued near the floating hotel at John Brewer reef and towed to Magnetic Island. The tension is rising with the eerie hourly beeps of the cyclone warning system. Charlie is coming . . .

Monday, February 29. Charlie is 50 kms out of Townsville. Local radio stations are broadcasting messages from the SES (State Emergency Services) and Police – 'For safety stay inside'. Power outages are starting with reports of power lines down, trees down and roads blocked. It's like Christmas day, nothing open (even pubs and bottlestores closed).

Lunchtime same day. Where has Charlie gone? Townsville has escaped with minimal damage. Charlie has taken a slight detour and bypassed to the south. Local meteorological offices comment it is a wimp and a fizzer as Charlie deteriorates into a rain depression.

Tuesday, March 1. Townsville residents wake up to top priority warnings. Charlie has now

regenerated into a killer cyclone with a central pressure of 960 hpa (hecto pascals) and wind velocity of 200 kms per hour. It is centred off Cape Bowling Green 40 kms south of Townsville. Rain is being measured by the metre and wind gusts up to 150 kms are creating havoc in the towns of Ayr and Home Hill.

Same day, 09:15. To our amazement the Burdekin Shire Council has reported their VAX system down and want to speak to me. In the middle of a cyclone what do they want with a VAX system? All roads are cut, there are massive power outages. Surely they can't be collecting rates and taxes or running administration.

Wrong. This very progressive council has a flood-control model on the system. They have a number of monitor points which measure flood levels in the lower Burdekin river and its tributaries. Measurements are fed into the council by two-way radio and loaded into a flood model in the VAX system. In this way, flood areas and danger zones can be foretold, the media alerted and evacuations started before the floods occur.

I can see how critical (even life and death) the situation is. Problem 1. The fault on the

Problem 2. With all roads under metres of water, how can our engineer get there? The engineer in the 'hot seat' – Werner Hahling – will have to be flown there by a SES or military helicopter. As I am a radio amateur, I set up a radio link with the SES and the council in the event of a major communications failure.

Same day, 11:00. With transport and communications in place, Werner, armed with a scope, tools and parts, takes off in the SES helicopter for the Burdekin Shire Council in Ayr. The 'chopper' is diverted on an urgent search and recovery mission. Two people on two Hobie Cat boats have gone missing in the Palm Island group 40 kms north-east of Townsville. Soon they are found on Acheron Island and it looks like Werner will be dropped on the island in place of the two yachtsmen who may need medical attention. Luckily, a police launch is nearby which can pick up the stranded men.

Same day, 13:00. Our Fax receives a message – 'Thank you Digital, the VAX system is running.'

Days later. After seeing the devastation in the area we can now see how critical the system was. We'll never know of the lives and properties that were saved by our efforts and particularly those of Werner. The Townsville team are proud to say Digital was there when it was needed most. ●

## MONEY, MORALS AND MEANS

Digital has further advanced its status as a responsible corporate citizen by becoming a major sponsor of the vital international Finite Funding for Health Care conference to be held in Melbourne next month.

The harsh reality of the health care issue in 1988 is that we are now at a watershed where expectations of entitlement to the best standards of every kind of service can no longer be fulfilled.

Various health care programs are competing for a finite public dollar and decisions must be made in the form of rationing of services on the basis of cost effectiveness and other moral and human values yet to be enunciated. 'Money, morals and means' will therefore be the central theme of the three-day symposium.



SPR'S HEALTH Marketing Manager Dr Ian Colclough – "It is our expectation that the conference will act as a catalyst to government, health planners and concerned segments of the community."

As a forum for informed discussion and vigorous debate by leading local and international members of the medical professions and government ministers, the conference will look at such issues as how funding for the relief of AIDS competes against geriatric care, neonatal care, organ transplant, care of the handicapped and programs for maintaining wellness and prevention of disease.

With Deloitte, Haskins & Sells, a multi-national health economics consulting company based in Boston, Digital has taken on sponsorship of the conference in line with our commitment to the health market. As a provider of state-of-the-art technologies which enhance traditional health care services, our funding of such a vital conference marks us as a responsible corporate citizen who holds a primary community interest, and recognises our product as servicing and enhancing the human good.

### Corporate Recognition

As key manuscripts and papers will be published in the form of a high-quality reference book for world-wide distribution, we as a sponsor will receive corporate recognition in the health arena on a scale not achievable by more traditional methods of promotion.

The target audience for the seminar is the senior decision-makers from those areas of health administration and government who are responsible for establishing priorities over the expenditure of the health care dollar.

"It is these people who must first come to grips with the moral, social and financial issues of what is probably the most important issue facing health care providers throughout the civilised western world," says SPR's Health Marketing Manager Dr Ian Colclough.

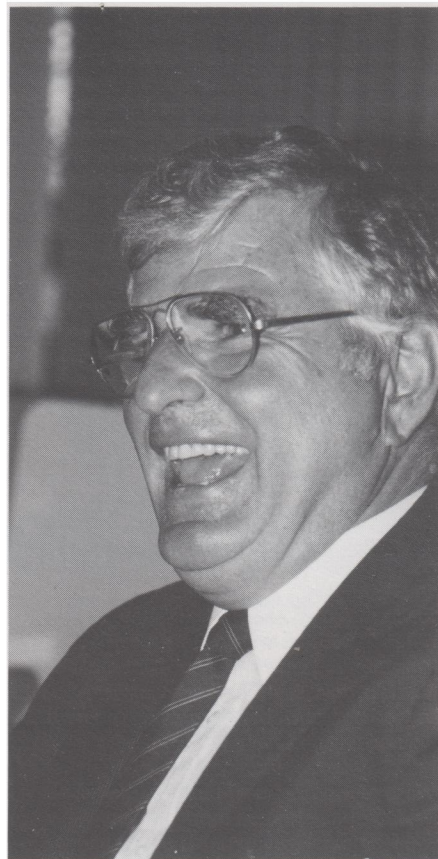
"It is our expectation," continues Ian, "that the conference will act as a catalyst to government, health planners and concerned segments of the community; to further address the multitude of complex issues which emerge from the conference and set in train programs to adjust the public expectations to a more realistic level in keeping with the limitations imposed by the finite health dollar."

Digital will be playing an important role in a conference that will address the problems of health care, raise international awareness and signal a start to the development of public policy. ●

## WORDS OF WISDOM

*"The scientists have discovered so many substitutes that it's hard to remember what was needed in the first place."*  
– Robert Goddard

## PRODUCTIVITY A KEY ISSUE

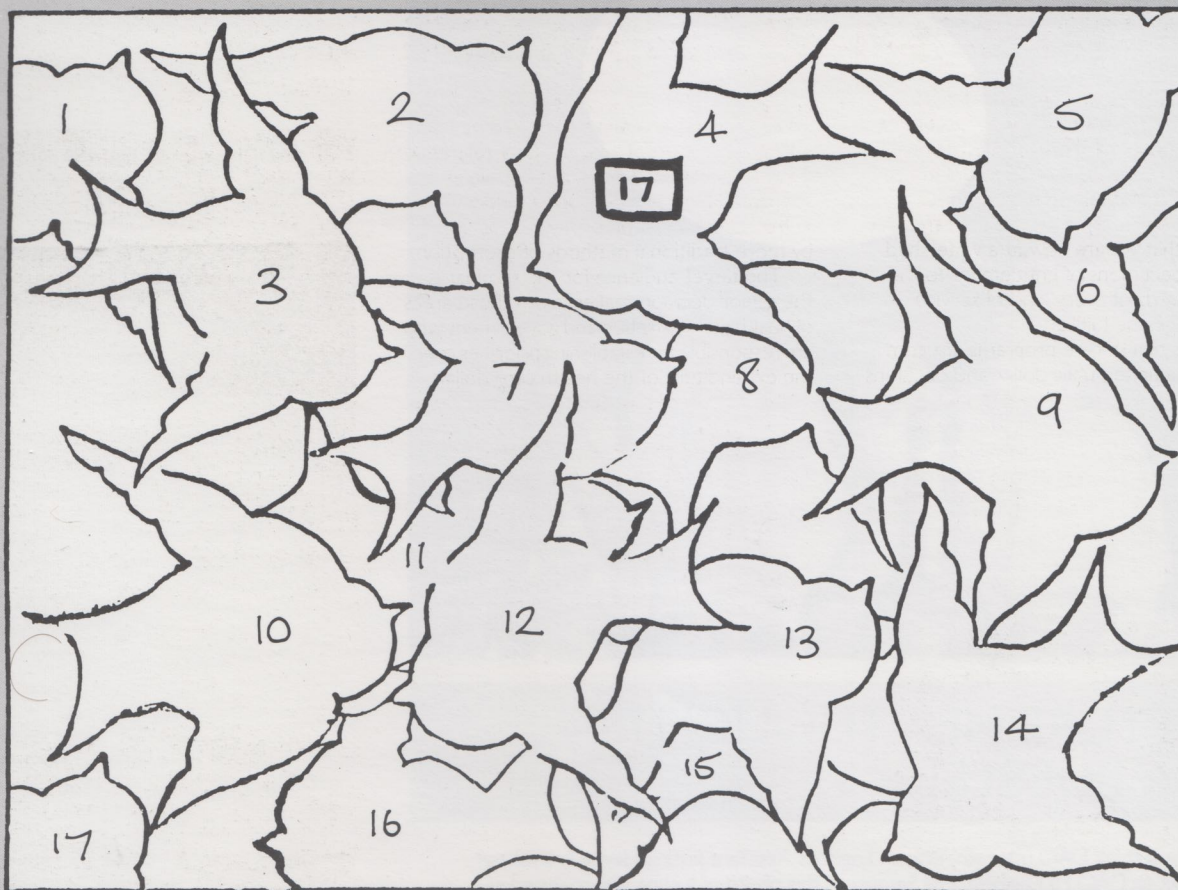


SENIOR VICE PRESIDENT – Manufacturing, Engineering and Marketing – Jack Smith: "The marketplaces we are targeting are costly from the point of view of the field resources needed for support."

Traditionally, Digital has always been a profitable computer company, selling arguably the industry's finest individual computer systems in discrete cabinets. Today we're in the networking business and, although our reputation for excellence continues to grow, so have the overheads associated with sophisticated new products and our entry into 'non-traditional' markets.

Senior Vice President in charge of Manufacturing, Engineering and Marketing, Jack Smith has some important thoughts about productivity in the company. "The network is the system (and) the overhead that goes along with developing that business is high," Jack explains. "The marketplaces we are targeting are costly from the point of view of pre-sales and post-sales, the field resources needed for support. To be in a position to afford those increased investments we have to be more productive across the entire company," Jack says.

"Being productive means getting the most out of our efforts and our resources, whatever our job may be," Jack says. "We need common definitions of productivity from function to function, and we have to set targets for productivity levels necessary for a strong and stable future." ●



## A BIRD'S-EYE VIEW

MEO FS Customer Response Representative Jane Voots kept her eyes on the birdies and found just the right number – 17. Congratulations to Jane and thanks to all the bird-watching Digits who sent in their entries – colourful plumage and all!

*Welcome  
Aboard*

**February, 1987** <sup>8</sup>

Melynda Bohse, SLS Information Systems

Administrator, SNO

Geoff Dove, Security Manager, SNO

Susan Skoug, Secretary II, SNL

Allan Tully, SWS Specialist IV, MEO

David Pym, Sales Representative III, ADO

Frank Early, SWS Specialist IV, WPO

Asyat Haddad, SWS Specialist IV, STL

Alec Coleman, Project Manager

Solutions, SNO

Felix Lam, Senior Analyst/Programmer, SNO

Pat Drohan, Stockkeeper, SNL

Sharon Reid, Computer Operator II, MEO

Steven Bartlett, Storeperson, SNL

Ron Parkes, Materials Planner, SNL

Megan McLaren, Accounts Payable Clerk, SNO

Denyse McClements, SWS Specialist III, WPO

Charlie Graham, Principal SWS

Specialist, HMO

Tony Burns, Account Development

Representative III, SND

Andrew McCoy, SWS Specialist IV, MEO

Eithne Courtney, Inventory Supervisor, SNO

Patricia Betts, FS Engineer I, CAO

Raji Sivalohan, Senior Data Entry Clerk, SNL

Elizabeth Vairinhos, Chief Cashier, SNO

Maria Lentakis, Secretary II, SNO

Rashid Kotwal, SWS Specialist IV, STL

Leanne Watkins, Contracts

Administrator, NZO

Pandelis Conditsis, FS Engineer I, SNL

Rick Logan, FS Engineer II, CAO

Peter Ohtaras, Repair Technician I, SNL

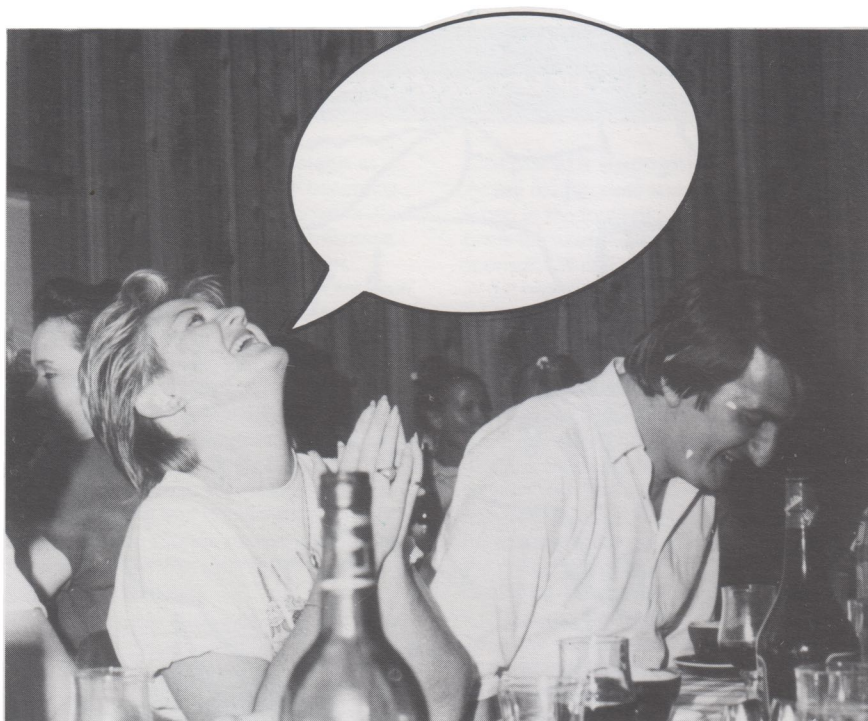
Ossie Richards, FS Engineer I, NLO

Rowena Ollis, Regional Secretary, SNO

Jessica Lee, Secretary III, SNA

Correna Cleary, Invoicing Clerk, SNL

Geodhini Sivaraj, Clerk III, SNL



## CAPTURE HER THOUGHTS IN A BUBBLE!

What do you think DAO (Darwin) Branch Logistics Assistant Justina Herne is thinking? Seated next to DAO FS Engineer Phil Sampson, this photo of Justina was snapped at the local pizza parlour where the DAO crew held their Christmas party.

Just fill in the speech 'bubble' for Justina, send your entry to *Digitalk* at SNO 6/1 by 16 May 1988 and you could be the winner of a night out on the town to the value of \$A100, or one of two runner-up bottles of champagne. Good luck!

Please print and return your entry to *Digitalk* at SNO 6/1 by 16 May 1988.

NAME \_\_\_\_\_

POSITION \_\_\_\_\_

MAILSTOP \_\_\_\_\_

**digital**

*Digitalk* is the official magazine for Digital Equipment Corporation's employees in the South Pacific Region (SPR). It is published by Digital Equipment Corporation (Australia) Pty Limited, Corporate Affairs group. Editor: Stephen De Kalb. Assistant Editor: Klay Lamprell. All contributions are welcomed. Please send photographs, stories and suggestions to *Digitalk*, SNO 6/1. Fax no. (02) 412 7202. Telephone (02) 412 5268.

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